

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Nomacorc, LLC

North Carolina Manufacturing Extension Partnership

Normacorc, LLC Achieves ISO 9001 Certification

Client Profile:

Nomacorc, LLC makes synthetic corks or closures for winemakers in 35 countries. Located in Zebulon, North Carolina, the company employs 100 people.

Situation:

Nomacorc's customers, especially foreign winemakers, are beginning to require ISO certification for their suppliers. To retain its existing client base and position itself to compete for new contracts, the company decided to pursue ISO 9001 certification. It contacted the Industrial Extension Service at North Carolina State University (IES), a NIST MEP network affiliate, for assistance.

Solution:

IES offers manufacturers specialized assistance in pursuing ISO certification at an affordable cost. Nomacorc employees attended classes about the demands of the standard and the steps required to bring operations into compliance and pass a qualifying audit. When employees had completed the class series, an IES specialist visited the factory and provided hands-on assistance as Nomacorc upgraded its procedures and developed quality documents. The company passed its audit and is now certified to the ISO 9001 quality standard.

Results:

- * Achieved ISO 9001 certification in November 2003.
- * Positioned company to bid on contracts from large domestic winemakers, including Gallo, Kendall Jackson, and Robert Mondavi, as well as international contracts.
- * Maintained existing contracts and sales.
- * Retained 100 jobs.

Testimonial:

"ISO is an internationally recognized seal of approval. It means we do what we say we're going to do and have (quality) procedures in place. It pulls a lot of weight internationally. Our customers know ISO 9001 certification assures quality products."

Wes Ward, Technical Support Specialist